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 2 Jason Ascioffa |
 3 v. |
 4 PPL Electric Utilities |
 5 Corporation |
 6 Initial Call-In |
 7 Telephonic Hearing |
 8 -----
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Docket No.
 C-2022-3033094

Judge's Chambers
 Keystone Building
 400 North Street
 Harrisburg, PA

Monday, October 24, 2022
 Commencing at 10:00 a.m.

INDEX TO EXHIBITS
 Docket No. C-2022-3033094
 October 24, 2022

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
<u>PPL Exhibits:</u>		
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2	Contact History	34 35
3	Payment Agreement	
	History	34 35
4	BCS Case April 2022	35 35
5	BCS Case	
	September 2019	35 35

**PPL ELECTRIC
EXHIBIT 1**

*** Account Information ***

*** Current Account Status ***

Account Number: 31520-21123
 Mail To: JASON ASCIOLLA
 3202 FLINT HILL RD
 HELLEERTOWN PA 18055
 Requested By: JASON ASCIOLLA
 (484) 935-5949 Extension:

Payment Agreement
 Installment: \$0.00 Balance: \$0.00
 Budget Bill Amortization
 Installment: \$0.00 Balance: \$0.00
 Current Rate: RS

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/ TYPE	DAYS USED	KWH	BILLED KW
02/14/2019	ELECTRIC SERVICE		\$349.19								
02/14/2019	DEPOSIT		\$52.00								
02/14/2019	Regular Bill	03/07	\$401.19				1087/0000	00000A	30	3010	
03/13/2019	Late Payment Charge		\$4.36								
03/15/2019	ELECTRIC SERVICE		\$348.21								
03/15/2019	DEPOSIT		\$26.00								
03/15/2019	Regular Bill	04/08	\$779.76	\$401.19			0878/0000	00000A	29	3001	
04/15/2019	DEPOSIT		\$26.00								
04/15/2019	BUDGET BILLING		\$95.00								
04/15/2019	Regular Bill	05/06	\$900.76	\$779.76	\$263.09	\$168.09			31		
05/15/2019	Late Payment Charge		\$0.05								
05/15/2019	Late Payment Charge		\$8.71								
05/15/2019	Late Payment Charge		\$1.19								
05/16/2019	BUDGET BILLING		\$95.00								
05/16/2019	Regular Bill	06/06	\$1005.71	\$900.76	\$203.76	\$276.85			31		
05/24/2019	Payment		\$-274.00								
06/14/2019	Late Payment Charge		\$5.94								
06/14/2019	Late Payment Charge		\$2.38								
06/14/2019	Late Payment Charge		\$0.17								
06/17/2019	BUDGET BILLING		\$95.00								
06/17/2019	Regular Bill	07/08	\$835.20	\$731.71	\$224.40	\$406.25			32		
07/08/2019	CONP FEE ELEC - RMT NORM HRS		\$14.00								
07/09/2019	Payment		\$-658.54								
07/17/2019	BUDGET BILLING		\$153.00								
07/17/2019	Regular Bill	08/07	\$343.66	\$176.66	\$279.58	\$532.83			30		
08/15/2019	BUDGET BILLING		\$153.00								
08/15/2019	Regular Bill	09/05	\$496.66	\$343.66	\$288.25	\$668.08			29		
09/13/2019	Late Payment Charge		\$0.18								
09/13/2019	Late Payment Charge		\$0.10								
09/13/2019	Late Payment Charge		\$5.92								
09/16/2019	BUDGET BILLING		\$153.00								
09/16/2019	Regular Bill	10/07	\$655.86	\$496.66	\$274.61	\$789.69			32		
09/24/2019	AR Budget Billing		\$789.69								

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
10/16/2019	BUDGET BILLING		\$243.11								
10/16/2019	Regular Bill	11/06	\$1688.66	\$655.86	\$243.11				30		
11/14/2019	BUDGET BILLING		\$221.00								
11/14/2019	Regular Bill	12/05	\$1909.66	\$1688.66	\$267.09	\$46.09			29		
11/15/2019	Late Payment Charge		\$20.74								
11/15/2019	Late Payment Charge		\$0.18								
11/15/2019	Late Payment Charge		\$0.17								
12/05/2019	Payment		\$-245.00								
12/10/2019	Returned Check		\$245.00								
12/10/2019	RETURNED CHECK NSF CHARGE		\$20.00								
12/11/2019	Late Payment Charge		\$23.50								
12/11/2019	Late Payment Charge		\$0.18								
12/11/2019	Late Payment Charge		\$0.17								
12/16/2019	BUDGET BILLING		\$221.00								
12/16/2019	Regular Bill	01/06	\$2195.60	\$1909.66	\$335.37	\$160.46			32		
01/16/2020	BUDGET BILLING		\$221.00								
01/16/2020	Regular Bill	02/06	\$2416.60	\$2195.60	\$353.56	\$293.02			31		
02/12/2020	Late Payment Charge		\$0.18								
02/12/2020	Late Payment Charge		\$0.72								
02/12/2020	Late Payment Charge		\$29.02								
02/14/2020	BUDGET BILLING		\$307.00								
02/14/2020	Regular Bill	03/09	\$2753.52	\$2416.60	\$329.19	\$315.21			29		
02/18/2020	Payment		\$-300.00								
03/09/2020	Payment		\$-365.00								
03/17/2020	BUDGET BILLING		\$307.00								
03/17/2020	Late Payment Charge		\$24.91								
03/17/2020	Late Payment Charge		\$0.92								
03/17/2020	Regular Bill	04/07	\$2421.35	\$2088.52	\$316.16	\$324.37			32		
03/28/2020	Miscellaneous		\$-0.92								
03/28/2020	Miscellaneous		\$-24.91								
04/16/2020	BUDGET BILLING		\$307.00								
04/16/2020	Regular Bill	05/07	\$2702.52	\$2395.52	\$303.76	\$321.13			30		
05/15/2020	BUDGET BILLING		\$307.00								
05/15/2020	Regular Bill	06/08	\$3009.52	\$2702.52	\$262.32	\$276.45			29		
06/16/2020	BUDGET BILLING		\$307.00								
06/16/2020	Regular Bill	07/07	\$3316.52	\$3009.52	\$286.08	\$255.53			32		
07/16/2020	BUDGET BILLING		\$307.00								
07/16/2020	Regular Bill	08/06	\$3623.52	\$3316.52	\$301.80	\$250.33			30		

DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
08/17/2020	BUDGET BILLING		\$352.00								
08/17/2020	Regular Bill	09/08	\$3975.52	\$3623.52	\$335.94	\$234.27			32		
09/16/2020	BUDGET BILLING		\$352.00								
09/16/2020	Regular Bill	10/07	\$4327.52	\$3975.52	\$266.69	\$148.96			30		
10/16/2020	Special Agreement		\$-22.56								
10/16/2020	BUDGET BILLING		\$374.56								
10/16/2020	Regular Bill	11/09	\$4679.52	\$4327.52	\$225.60				30		
11/16/2020	BUDGET BILLING		\$299.00								
11/16/2020	SPECIAL AGREEMENT - BB SETTLE		\$5.64								
11/16/2020	Regular Bill	12/07	\$4984.16	\$4679.52	\$234.10	\$-64.90			31		
12/15/2020	Deposit Interest		\$-7.96								
12/16/2020	BUDGET BILLING		\$299.00								
12/16/2020	SPECIAL AGREEMENT - BB SETTLE		\$5.64								
12/16/2020	Regular Bill	01/06	\$5280.84	\$4976.20	\$276.65	\$-87.25			30		
01/19/2021	BUDGET BILLING		\$299.00								
01/19/2021	SPECIAL AGREEMENT - BB SETTLE		\$5.64								
01/19/2021	Regular Bill	02/09	\$5585.48	\$5280.84	\$388.63	\$2.38			34		
02/18/2021	BUDGET BILLING		\$299.00								
02/18/2021	SPECIAL AGREEMENT - BB SETTLE		\$5.64								
02/18/2021	Regular Bill	03/11	\$5890.12	\$5585.48	\$387.08	\$90.46			30		
03/19/2021	BUDGET BILLING		\$299.00								
03/19/2021	Regular Bill	04/12	\$6189.12	\$5890.12	\$314.07	\$105.53			29		
03/24/2021	Payment		\$-250.00								
03/26/2021	Returned Check		\$250.00								
03/31/2021	Payment		\$-250.00								
04/05/2021	Returned Check		\$250.00								
04/19/2021	Payment		\$-398.00								
04/20/2021	BUDGET BILLING		\$299.00								
04/20/2021	Regular Bill	05/11	\$6090.12	\$5791.12	\$243.01	\$49.54			32		
05/19/2021	BUDGET BILLING		\$288.00								
05/19/2021	Regular Bill	06/09	\$6378.12	\$6090.12	\$228.26	\$-10.20			29		
05/24/2021	Payment		\$-397.00								
06/18/2021	BUDGET BILLING		\$288.00								
06/18/2021	Regular Bill	07/12	\$6269.12	\$5981.12	\$264.14	\$-34.06			30		
06/28/2021	Payment		\$-386.00								
07/19/2021	Deposit		\$-105.94								
07/20/2021	BUDGET BILLING		\$288.00								

Bill Account: 31520-21123

Account Activity Statement

Date: 10/14/22
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DATE	TRANSACTION TYPE	DUE DATE	TRANSACTION AMOUNT	BALANCE FORWARD	ACTUAL BILLED	DEFERRED BALANCE	DEG DAY H/C	RDG/TYPE	DAYS USED	KWH	BILLED KW
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04/18/2022	BUDGET BILLING		\$298.00						
04/18/2022	Regular Bill	05/09	\$7249.89	\$6866.81	\$291.59	\$238.59		32	
PPL Electric Exhibit 1									
04/25/2022	AR Budget Billing		\$238.59						Page 5 of 5
05/17/2022	BUDGET BILLING		\$242.08						
05/17/2022	Regular Bill	06/07	\$7730.56	\$7249.89	\$242.08			29	
06/16/2022	ELECTRIC SERVICE		\$293.99						
06/16/2022	Regular Bill	07/07	\$8024.55	\$7730.56		0020/0116	00000A	30	1880
07/18/2022	ELECTRIC SERVICE		\$396.59						
07/18/2022	Regular Bill	08/08	\$8421.14	\$8024.55		0010/0264	00000A	32	2324
08/16/2022	ELECTRIC SERVICE		\$403.29						
08/16/2022	Regular Bill	09/06	\$8824.43	\$8421.14		0000/0370	00000A	29	2366
09/15/2022	ELECTRIC SERVICE		\$374.51						
09/15/2022	Regular Bill	10/06	\$9198.94	\$8824.43		0002/0220	00000A	30	2167

**PPL ELECTRIC
EXHIBIT 2**

Account Contact History
Account: 3152021123 Customer Name: JASON ASCIOLLA
From 10/14/2018 to 10/14/2022

Contact Date	Contact Type	Remarks	User
2022-09-21	Credit	Caller JASON ASCIOLLA Ratepayer User Comments cx call regardin a termination notice advised of formal puc complaint suspended charges advised to call puc if he get terminated to get instructions cx satisfied	DANIEL SALAVERRIA
2022-09-21	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	DANIEL SALAVERRIA
2022-06-27	Credit	Caller JASON ASCIOLLA Ratepayer User Comments cx called y still seeing term date and its in puc hand told cx disregard term date acct is on hold from term till matter is resolved to puc and thats until 2 7 2024	TANISHA DANIEL
2022-06-27	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	TANISHA DANIEL
2022-06-21	PUC/Formal	Caller Back Office Ratepayer. working PUC formal left mesg for cust at ph provided on complaint 484-935-9549 if cust calls back please trans to me if avail or email me with a good daytime contact .	DANA M BRUNNER
2022-06-20	Credit	Caller JASON ASCIOLLA Ratepayer User Comments cci to find out if service was being termed tomorrow adv PUC has not provided us with decision on complaint adv to continue to pay monthly bill until PUC decision is provided sat	NICOLE DENISE ANTHONY
2022-06-20	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	NICOLE DENISE ANTHONY
2022-06-17	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	BOBBY MYERSMADDEN
2022-06-17	Credit	Caller JASON ASCIOLLA Ratepayer. R P std PUC gave him a docket C-2022-3033094 for a formal complaint aganist PPL due to he s saying PPL wouldnt give him a PAG adv he was offered the PAG he was elig for -Verf with Sup to adv we can note acct it s been worked on info has been recvd is been worked on	BOBBY MYERSMADDEN
2022-06-17	SC - PUC Formal Complaint	Received email from Lori Neidlinger-and added suspend charge regarding notification received for a PUC Formal complaint. Docket C-2022-3033094.	e153502
2022-06-17	Credit	Caller JASON ASCIOLLA Ratepayer. cx has docket number to gv us trnsfer to billing	LEXUS KOWLASSAR
2022-06-17	Contact Rep - Interim	Caller JASON ASCIOLLA Ratepayer User Comments cx has docket number to give us transfer to billing Rev 06 17 2022 11 51 SUPPOSE TO BE CREDIT	LEXUS KOWLASSAR
2022-06-17	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No.	LEXUS KOWLASSAR
2022-06-17	Miscellaneous	WATT CCC Formal Complaint - Ability To Pay Work Item 2888830 Created	DONNA BARRY
2022-06-15	Credit	Confirmed service is scheduled for termination on 06 21 2022. Amount is 6 866.81.	SELF SERVICE USER
2022-06-15	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-06-15	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-06-15	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-06-15	Financial Statement Added		SELF SERVICE USER
2022-06-15	Credit	Confirmed service is scheduled for termination on 06 21 2022. Amount is 6 866.81.	SELF SERVICE USER
2022-06-15	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4672326	CSLET
2022-06-14	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	THYNESIS SHARP
2022-06-14	Miscellaneous	Caller JASON ASCIOLLA Ratepayer. He stated he filed a complaint with the PUC	THYNESIS SHARP
2022-06-14	Credit	Caller JASON ASCIOLLA Ratepayer User Comments CCI TO AVOID TERM	GARIS FERNANDEZ
2022-06-14	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	GARIS FERNANDEZ
2022-06-14	SC - Income Verification	Income verification required.	308180
2022-06-14	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	308180
2022-06-14	Added Payment Agreement	JASON ASCIOLLA Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 2 854.00 is due 06 20 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 98.00. Enrolled in BB NO.	GARIS FERNANDEZ
2022-06-14	Credit	JASON ASCIOLLA Ratepayer. Offered OnTrack - Yes . .	GARIS FERNANDEZ
2022-06-14	Credit	Confirmed service is scheduled for termination on 06 21 2022. Amount is 6 866.81. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	GARIS FERNANDEZ
2022-06-08	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2882161 Completed	RPAPR16
2022-06-08	SC - GRACE EXTENSION	Caller Back Office Ratepayer. Complaint dismissed. Refer to WATT 2882161 for dismissal details.	RPAPR16

Contact Date	Contact Type	Remarks	User
2022-06-08	SC - PUC Mediation	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments Complaint dismissed. Refer to WATT 2882161 for dismissal details.	CUCL143
2022-06-07	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2882161 Created	PUCMED
2022-05-02	Billing	Caller JASON ASCIOLLA Ratepayer User Comments adv puc mediation is on acct	SABRINA SPINKS
2022-05-02	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	SABRINA SPINKS
2022-04-25	Stop Budget Bill		CUMBB302
2022-04-25	SC - PUC Mediation	PUC MDIA BCS 3833258	CUCL143
2022-04-21	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	NICOLE DENISE ANTHONY
2022-04-21	Credit	Caller JASON ASCIOLLA Ratepayer. verification rp disconnected call unable to ask sat	NICOLE DENISE ANTHONY
2022-04-21	Credit	Caller JASON ASCIOLLA Ratepayer User Comments cci to find out if new p a can be offered adv payment of 1795 due 05 03 to stop term and new p a not avail confirmed 10 day hold until 05 01 stated he cannot make payment offered tn to PUC twice and rp declined stated change to financial situation since 11 21 adv to provide proof and gave tn to income	NICOLE DENISE ANTHONY
2022-04-21	Credit - Payment Agreement	JASON ASCIOLLA Ratepayer. Reviewed disputed payment plan terms. Confirmed 1 795.00 is due by 05 01 2022 to bring payment plan current before dispute expires. Next payment of 481.08 is due on 05 09 2022.	NICOLE DENISE ANTHONY
2022-04-21	Credit	Confirmed termination activity resumes after 05 01 2022.	NICOLE DENISE ANTHONY
2022-04-21	Disputed Payment Agreement	asciollaj RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 05 01 2022 1 795.00. First payment of 1 795.00 is due 05 03 2022. Second payment of 481.08 is due on 05 09 2022 . Payment Plan installment amount 98.00. Emailed PAG info to asciollaj@gmail.com.	SELF SERVICE USER
2022-04-21	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-21	Credit	Confirmed service is scheduled for termination on 05 04 2022. Amount is 6 866.81. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2022-04-21	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2022-04-20	Correspondence - Collections	CUT DATE 2022-05-04 AMOUNT 6 866.81	
2022-04-14	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-14	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2022-04-14	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-14	Credit	asciollaj Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2022-04-14	Financial Statement Added		SELF SERVICE USER
2022-04-12	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No Cs Letters ID 4583722	CSLET
2022-04-11	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	ORAMP1
2022-04-11	Added Payment Agreement	asciollaj RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 1 795.00 is due 04 11 2022. Second payment amount and due date will appear on next bill . Payment Plan installment amount 98.00. Emailed PAG info to asciollaj@gmail.com.	SELF SERVICE USER
2022-04-11	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER
2022-04-11	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-04	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER
2022-04-04	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-04	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-04-04	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER
2022-04-04	Financial Statement Added		SELF SERVICE USER
2022-03-22	SC - Income Verification	Income verification required.	ORAMP1
2022-03-22	Added Payment Agreement	asciollaj RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 1 319.00 is due 03 30 2022. Second payment of 476.35 is due on 04 07 2022 . Payment Plan installment amount 98.00. Emailed PAG info to asciollaj@gmail.com.	SELF SERVICE USER
2022-03-22	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2022-03-22	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-03-21	Data Repair	Data Repair DR_IR166395_D2 - UPDATE N A-DT TO 260	CSSDR044
2022-03-17	Winter Collection	Winter Collection Notice	
2022-02-27	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-02-27	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2022-02-27	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-02-07	Winter Collection	Winter Collection Notice	
2022-02-07	Returned Item	RETURNED ITEM AMOUNT 405.00 DATE OF RETURNED ITEM 2022-02-07 REASON R01 INSUFFICIENT FUNDS	CUBAR080
2022-02-07	Correspondence - Returned Item	Return Item - Serious	

Contact Date	Contact Type	Remarks	User
2022-02-02	CSS WEB Interface Payment	Caller Self Serve Ratepayer. Comments Made Payment in the amount of 405.00. Confirmation number was Read. Confirmation Number 22020297	SELF SERVICE USER
2022-02-02	Added Payment Agreement	Self Serve Ratepayer agrees to payment terms of 405.00 due by 02 02 2022 to reinstate the payment plan. The second payment of 456.20 due on 02 09 2022. Installments of 98.00 are added to each monthly bill until the previous balance is paid in full.	SELF SERVICE USER
2022-01-21	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2022-01-21	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2022-01-13	Winter Collection	Winter Collection Notice	
2021-12-03	Special Situation	PAYMENTUS WEB paid 357.00	SELF SERVICE USER
2021-12-03	Added Payment Agreement	PAYMENTUS WEB paid 357.00	SELF SERVICE USER
2021-12-01	Winter Collection	Winter Collection Notice	
2021-12-01	Returned Item	RETURNED ITEM AMOUNT 357.00 DATE OF RETURNED ITEM 2021-12-01 REASON R01 INSUFFICIENT FUNDS	CUBAR080
2021-12-01	Correspondence - Returned Item	Return Item - Friendly	
2021-11-29	WEB Customer Initiated Payment	Scheduled date 11 27 2021 Amount 357.00 User asciollaj Owner YES. Confirmation Number 21112712	SELF SERVICE USER
2021-11-27	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2021-11-27	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2021-11-27	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-27	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2021-11-27	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-27	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2021-11-27	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2021-11-27	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2021-11-27	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-27	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-27	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-27	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2021-11-27	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2021-11-27	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-27	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-27	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2021-11-27	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-29	Credit	asciollaj Ratepayer. Customer declined to provide financial information.	SELF SERVICE USER
2021-11-29	Financial Statement Added		SELF SERVICE USER
2021-11-12	Credit	Caller JASON ASCIOLLA Ratepayer User Comments cus having a hard time making second payment of PAG 324.94 I offered one time per calendar year ext.. cus agreed to ext understand acct wont be eligible until 11 12 2022 for another ext will pay 324.94 by 11 26 understands next bill will gen around 11 18 amount and due date will appear on bill SAT	STARQUASHA ADMORE
2021-11-12	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	STARQUASHA ADMORE
2021-11-12	SC - Due Date Extension	Caller JASON ASCIOLLA Ratepayer. cus agrees to one time per calendar year ext understands what that means to pay 324.94 by 11 26	304841
2021-11-10	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-10	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2021-11-10	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . .	SELF SERVICE USER
2021-11-10	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-11-10	Financial Statement Added		SELF SERVICE USER
2021-11-04	Changed Payment Agreement	Self Serve Ratepayer payment plan activated of monthly bill plus 98.00 The second payment due of 324.94 due on 11 08 2021.	SELF SERVICE USER
2021-11-04	CSS WEB Interface Payment	Caller Self Serve Ratepayer. Comments Made Payment in the amount of 375.00. Confirmation number was Read. Confirmation Number 21110417	SELF SERVICE USER
2021-11-01	Credit	Caller JASON ASCIOLLA Ratepayer User Comments he was sick with the flu and covid was out of work for 2 weeks adv to get first payment in and if he is unable to make second payment call back for any available options for an exten	RAVEN DRAYTON
2021-11-01	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO Not on Phone.	RAVEN DRAYTON
2021-11-01	SC - Income Verification	Income verification required.	305284

Contact Date	Contact Type	Remarks	User
2021-11-01	Disputed Payment Agreement	JASON ASCIOLLA Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. OUR Provided. Total payment due 11 11 2021 699.94. First payment of 375.00 is due 11 07 2021. Second payment of 324.94 is due on 11 08 2021 . Payment Plan installment amount 98.00.	RAVEN DRAYTON
2021-11-01	Credit	JASON ASCIOLLA Ratepayer. Offered LIHEAP - Yes . .	RAVEN DRAYTON
2021-11-01	Changed Payment Agreement	JASON ASCIOLLA Ratepayer. Does not agree to PAG terms. Cancelled Agreed payment plan.	RAVEN DRAYTON
2021-11-01	Credit	Confirmed service is scheduled for termination on 11 08 2021. Amount is 5 578.18.	RAVEN DRAYTON
2021-11-01	Credit	Confirmed service is scheduled for termination on 11 08 2021. Amount is 5 578.18.	RAVEN DRAYTON
2021-10-28	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4385210	CSLET
2021-10-27	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	ORAMP1
2021-10-27	Added Payment Agreement	asciollaj RatePayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 375.00 is due 11 02 2021. Second payment of 324.94 is due on 11 08 2021 . Payment Plan installment amount 98.00. Emailed PAG info to asciollaj@gmail.com.	SELF SERVICE USER
2021-10-27	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . .	SELF SERVICE USER
2021-10-27	Credit	Confirmed service is scheduled for termination on 11 03 2021. Amount is 5 578.18. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2021-10-27	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-10-19	Correspondence - Collections	CUT DATE 2021-11-02 AMOUNT 5 578.18	
2021-09-16	Credit	Caller JASON ASCIOLLA Ratepayer. apologized for the phone call payment agreement was already set up today	NATASHA EDWARDS
2021-09-16	Changed Payment Agreement	Self Serve Ratepayer agrees to payment terms of 375.00 due by 09 28 2021 to reinstate the payment plan. The second payment amount and due date will appear on next bill. Installments of 98.00 are added to each monthly bill until the previous balance is paid in full.	SELF SERVICE USER
2021-09-16	CSS WEB Interface Payment	Caller Self Serve Ratepayer. Comments Made Payment in the amount of 375.00. Confirmation number was Read. Confirmation Number 21091699	SELF SERVICE USER
2021-09-16	Added Payment Agreement	asciollaj RatePayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 375.00 is due 09 28 2021. Second payment amount and due date will appear on next bill . Payment Plan installment amount 98.00. Emailed PAG info to asciollaj@gmail.com.	SELF SERVICE USER
2021-09-16	Credit	Confirmed service is scheduled for termination on 09 29 2021. Amount is 5 676.18. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2021-09-16	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-09-15	Correspondence - Collections	CUT DATE 2021-09-29 AMOUNT 5 676.18	
2021-09-09	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-09-09	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-09-09	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-09-09	Financial Statement Added		SELF SERVICE USER
2021-08-26	Changed Payment Agreement	Self Serve Ratepayer agrees to payment terms of 386.00 due by 08 30 2021 to reinstate the payment plan. The second payment of 375.00 due on 09 08 2021. Installments of 98.00 are added to each monthly bill until the previous balance is paid in full.	SELF SERVICE USER
2021-08-26	CSS WEB Interface Payment	Caller Self Serve Ratepayer. Comments Made Payment in the amount of 386.00. Confirmation number was Read. Confirmation Number 21082666	SELF SERVICE USER
2021-08-25	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4242903	CSLET
2021-08-24	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	ORAMP1
2021-08-24	Added Payment Agreement	asciollaj RatePayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 386.00 is due 08 30 2021. Second payment of 375.00 is due on 09 08 2021 . Payment Plan installment amount 98.00. Emailed PAG info to asciollaj@gmail.com.	SELF SERVICE USER
2021-08-24	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2021-08-24	Credit	Confirmed service is scheduled for termination on 08 31 2021. Amount is 5 785.18. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2021-08-24	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-08-17	Correspondence - Collections	CUT DATE 2021-08-31 AMOUNT 5 785.18	
2021-08-10	Connect/Disconnect	Notification sent to ratepayer. New connect on account 31520-21123 issued by another party but no disconnect from the ratepayer.	IVR
2021-07-29	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2021-07-29	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2021-07-28	Changed Payment Agreement	Self Serve Ratepayer agrees to payment terms of 280.00 due by 08 01 2021 to reinstate the payment plan. The second payment of 386.00 due on 08 10 2021. Installments of 98.00 are added to each monthly bill until the previous balance is paid in full.	SELF SERVICE USER

Contact Date	Contact Type	Remarks	User
2021-07-28	CSS WEB Interface Payment	Caller Self Serve Ratepayer. Comments Made Payment in the amount of 280.00. Confirmation number was Read. Confirmation Number 21072838	SELF SERVICE USER
2021-07-28	Leave Door Hanger Issued	DELIVER 3 DAY NOTICE	CUMCLO24
2021-07-26	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4206894	CSLET
2021-07-23	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	IVR
2021-07-23	Added Payment Agreement	IVR RATEPAYER. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 280.00 is due 08 01 2021. Second payment of 386.00 is due on 08 10 2021 . Payment Plan installment amount 98.00.	IVR
2021-07-20	Credit	Caller JASON ASCIOLLA Ratepayer. advised of the termination script he stated he will pay the 280.00 to reinstate the payment agreement i advised of possible calls and online options	NATASHA EDWARDS
2021-07-20	Credit	Confirmed service is scheduled for termination on 08 02 2021. Amount is 5 777.18. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	NATASHA EDWARDS
2021-07-19	Correspondence - Collections	CUT DATE 2021-08-02 AMOUNT 5 777.18	
2021-06-25	Special Situation	FISERV WALKIN paid 386.00	SELF SERVICE USER
2021-06-25	Changed Payment Agreement	FISERV WALKIN paid 386.00	SELF SERVICE USER
2021-06-22	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2725539 Completed	JESSICA TURNER
2021-06-22	Maintain Bill Account	cash only removed per rev ops request.	JESSICA TURNER
2021-06-22	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2725539 Created	JENNIFER M ZWIEBEL
2021-06-17	Added Payment Agreement	asciollaj RatePayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 386.00 is due 06 29 2021. Second payment amount and due date will appear on next bill . Payment Plan installment amount 98.00. Emailed PAG info to asciollaj@gmail.com.	SELF SERVICE USER
2021-06-17	Credit	Confirmed service is scheduled for termination on 06 30 2021. Amount is 5 981.12. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2021-06-17	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-06-17	Credit	asciollaj Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2021-06-17	Financial Statement Added		SELF SERVICE USER
2021-06-16	Correspondence - Collections	CUT DATE 2021-06-30 AMOUNT 5 981.12	
2021-06-10	Credit	Caller JASON ASCIOLLA Ratepayer User Comments cci about ppl call adv pag reminder adv 397 due 6 1 21 cx paid online 397 on 5 24 21 adv next bill generate 6 22 21 cx question about setup pag adv cx setup pag online on 5 19 21 adv 98 added next bill cx sat	JULIE GANONG
2021-06-10	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JULIE GANONG
2021-05-29	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2714715 Completed	KILLIAN.JANAE
2021-05-29	Miscellaneous	WATT ID 2714715 cash only until 4 5 2022	KILLIAN.JANAE
2021-05-29	Miscellaneous	WATT Generalist - Cash Only Review Work Item 2714715 Created	JENNIFER M ZWIEBEL
2021-05-21	Special Situation	FISERV WALKIN paid 397.00	SELF SERVICE USER
2021-05-21	Changed Payment Agreement	FISERV WALKIN paid 397.00	SELF SERVICE USER
2021-05-20	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4136419	CSLET
2021-05-19	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	ORAMP1
2021-05-19	Added Payment Agreement	asciollaj RatePayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 397.00 is due 06 01 2021. Second payment amount and due date will appear on next bill . Payment Plan installment amount 98.00. Emailed PAG info to asciollaj@gmail.com.	SELF SERVICE USER
2021-05-19	Credit	Self Serve Ratepayer. Offered OnTrack - Yes . .	SELF SERVICE USER
2021-05-19	Credit	asciollaj. Link to Assistance Programs page presented.	SELF SERVICE USER
2021-05-19	Credit	asciollaj Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2021-05-19	Financial Statement Added		SELF SERVICE USER
2021-05-19	Credit	Confirmed service is scheduled for termination on 06 02 2021. Amount is 6 090.12. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	SELF SERVICE USER
2021-05-18	Correspondence - Collections	CUT DATE 2021-06-02 AMOUNT 6 090.12	
2021-05-17	Credit	Caller JASON ASCIOLLA Ratepayer User Comments Truck driver. On the road now. Needs to talk to billing to remove cash only acct status to make a pymt. Cx sat	LINDA CHOATE
2021-05-17	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Call Transfer. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	LINDA CHOATE
2021-04-28	Choice Inquiry	Customer Web Privacy Release Withhold All	SELF SERVICE USER
2021-04-16	Special Situation	FISERV WALKIN paid 398.00	SELF SERVICE USER
2021-04-16	Credit	Caller JASON ASCIOLLA Ratepayer. Wanted to see payment center	JEAN SEVERE
2021-04-15	Credit	Caller JASON ASCIOLLA Ratepayer User Comments called in to get information about cut off- advised that if payment arrgement is defaulted on friday no cut off will be issued til the next week advised of pcand that the fee he would have to pay for cash only would be 3 or 4 and posts immediately	ELIZABETH VINING

Contact Date	Contact Type	Remarks	User
2021-04-15	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	ELIZABETH VINING
2021-04-15	Maintain Bill Account	Caller JASON ASCIOLLA Ratepayer updated Paperless billing from Enrolled to Not Enrolled .	ELIZABETH VINING
2021-04-14	Credit	Caller JASON ASCIOLLA Ratepayer User Comments cci about cash only went over alternative ways to pay.	MICHAEL CRAWFORD
2021-04-14	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	MICHAEL CRAWFORD
2021-04-14	Correspondence - General	Template Name Master Utility Report Created By ANGEL GILCHRIST Letter Edited No CS Letters ID 4090013	CSLET
2021-04-14	SC - GRACE EXTENSION	Suspend Charge automatically added by CSLET	CSLET
2021-04-14	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat No. WUR Required Yes. Provided PUC No. Interested in SO Not on Phone.	ANGEL GILCHRIST
2021-04-14	Call Transfer	Caller JASON ASCIOLLA Ratepayer. customer is cash only and wants to be taken off that trans to billing	CHRISTOPHER KAISER
2021-04-14	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Call Transfer. Position Stated No. Investigation reqd No. . WUR Required No. Provided PUC No. Interested in SO Not on Phone.	SHIRLEY RYE
2021-04-14	Call Transfer	Caller JASON ASCIOLLA Ratepayer. Customer will process a payment today for 398.00 due 4 14 2021 then Monthly bill 98.00. Account is restricted Customer stated it is a typo. Transferred to billing Rev 04 14 2021 12 56 Cash only account but he want to pay with his checking.	SHIRLEY RYE
2021-04-13	Correspondence - General	Template Name Cash Only Manually Added Created By Dries Lori Letter Edited No CS Letters ID 4088453	CSLET
2021-04-13	Maintain Bill Account	cash only	LORI DRIES
2021-04-13	Reoccurring OnTrack Referral	You were Referred. Reminder call made. Call reminds the customer to check for application and submit back to agency in their county.	CSLET
2021-04-08	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4083026	CSLET
2021-04-07	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Billing Payment - WUR will be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	SHERRI MORELL
2021-04-07	Credit	s w JASON ASCIOLLA-Cust read off his ckg acct info pymt of 250.00 THAT WAS RETURNED ON 4-5-21 3-26-21 he had an extra digit in acct .. when cust read off the correct bank acct to me today. Cust said he will call on 4-14-21 to pay the 398.00 speak with a Rep with his correct bank info so we can override the incorrect bank info on file. satis	SHERRI MORELL
2021-04-07	Special Situation	S W JASON ASCIOLLA -CUST AGREED TO PAY 398.00 PUC NCU due by 04 14 21 then curr. bill 98.00 for 58 months then curr. bill 107.12 FOR THE 59th final installment. Setup as PUC NCU due to COVID to offer extended term length. This is not a PUC P A satis	SHERRI MORELL
2021-04-07	Correspondence - General	Template Name 2020-21 LIHEAP Application Created By Morell Sherri M Letter Edited No CS Letters ID 4081892	CSLET
2021-04-07	SC - RECURRING REFERRAL TO OTRK	Caller JASON ASCIOLLA Ratepayer. Referred to Ontrack.	E153502
2021-04-07	Credit	JASON ASCIOLLA Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . Emailed agency contact info to asciollaj@gmail.com .	SHERRI MORELL
2021-04-07	Added Payment Agreement	S W JASON ASCIOLLA -CUST AGREED TO PAY 398.00 PUC NCU due by 04 14 21 then curr. bill 98.00 for 58 months then curr. bill 107.12 FOR THE 59th final installment. Setup as PUC NCU due to COVID to offer extended term length. This is not a PUC P A satis	SHERRI MORELL
2021-04-07	Financial Statement Added		SHERRI MORELL
2021-04-06	Credit	Letter sent to customer to notify of returned payment	CSLET
2021-04-05	Winter Collection	Winter Collection Notice	
2021-04-05	Returned Item	RETURNED ITEM AMOUNT 250.00 DATE OF RETURNED ITEM 2021-04-05 REASON R04 INVALID ACCOUNT NUMBER	CUBAR080
2021-04-01	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Account Balance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	THEO GAVRIIL
2021-04-01	Credit	Caller JASON ASCIOLLA Ratepayer User Comments adv pag pymy of 250 on 3 31 was succesful and pag is active-service is protected since first pymt was made cx sat	THEO GAVRIIL
2021-03-31	CSS WEB Interface Payment	Caller Self Serve Ratepayer. Comments Made Payment in the amount of 250.00. Confirmation number was Read. Confirmation Number 21033126	SELF SERVICE USER
2021-03-31	Added Payment Agreement	Self Serve Ratepayer agrees to payment terms of 250.00 due by 04 07 2021 to reinstate the payment plan. The second payment of 544.00 due on 04 12 2021. Installments of 245.00 are added to each monthly bill until the previous balance is paid in full.	SELF SERVICE USER
2021-03-29	Credit	Letter sent to customer to notify of returned payment	CSLET
2021-03-27	Data Repair	DR_REQ10462488 - CD-NXT-COLL-ACTION UPDATE	CSSDR044
2021-03-26	Winter Collection	Winter Collection Notice	
2021-03-26	Returned Item	RETURNED ITEM AMOUNT 250.00 DATE OF RETURNED ITEM 2021-03-26 REASON R04 INVALID ACCOUNT NUMBER	CUBAR080

Contact Date	Contact Type	Remarks	User
2021-03-24	WEB Customer Initiated Payment	Scheduled date 3 24 2021 Amount 250.00 User asciollaj Owner YES. Confirmation Number 21032443	SELF SERVICE USER
2021-03-18	Credit - Outbound Call		JONICIA HAMILTON
2021-03-18	Credit	Caller JASON ASCIOLLA Ratepayer User Comments obc sw rp and adv bal due of 5 890.12 on 3 23. Offered ncu and cust agreed set up ncu of 245 on 3 22. Offered liheap and ot cust declined std he doesn t qualify sat yes no puc and no sto.	JONICIA HAMILTON
2021-03-18	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	JONICIA HAMILTON
2021-03-18	Credit	JASON ASCIOLLA Ratepayer. Offered LIHEAP - No. Customer Declined . .	JONICIA HAMILTON
2021-03-18	Credit	Caller JASON ASCIOLLA Ratepayer. NOT A PUC AGRREMENT. SET UP NCU IN RESULT OF COVID 19 PROTECTION.	JONICIA HAMILTON
2021-03-18	Added Payment Agreement	Sw Jason Offered ncu first payment amount 245 on 3 22. 23 installments of 245.43 and last installment of 245.66. Cust agreed to pag.	JONICIA HAMILTON
2021-03-18	Financial Statement Added		JONICIA HAMILTON
2021-03-10	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . Emailed agency contact info to asciollaj@gmail.com .	SELF SERVICE USER
2021-03-10	Financial Statement Added		SELF SERVICE USER
2021-02-25	Credit - Outbound Call		ASIA WHITE
2021-02-25	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	ASIA WHITE
2021-02-25	Added Payment Agreement	JASON ASCIOLLA Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 4 780.00 is due 03 07 2021. Second payment of 383.64 is due on 03 11 2021 . Payment Plan installment amount 79.00.	ASIA WHITE
2021-02-25	Credit	JASON ASCIOLLA Ratepayer. Offered LIHEAP - Yes . .	ASIA WHITE
2021-02-23	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . Emailed agency contact info to asciollaj@gmail.com .	SELF SERVICE USER
2021-02-23	Financial Statement Added		SELF SERVICE USER
2021-02-23	Reoccurring OnTrack Referral	You were Referred. Reminder call made. Call reminds the customer to check for application and submit back to agency in their county.	CSLET
2021-02-22	Winter Collection	Winter Collection Notice	
2021-02-18	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 4001433	CSLET
2021-02-17	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes . Emailed agency contact info to asciollaj@gmail.com .	SELF SERVICE USER
2021-02-17	Financial Statement Added		SELF SERVICE USER
2021-02-17	SC - Income Verification	Income verification required.	ORAMP1
2021-02-17	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	ORAMP1
2021-02-17	Added Payment Agreement	asciollaj RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 4 780.00 is due 02 17 2021. Second payment amount and due date will appear on next bill . Payment Plan installment amount 79.00. Emailed PAG info to asciollaj@gmail.com.	SELF SERVICE USER
2021-02-17	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . Emailed agency contact info to asciollaj@gmail.com .	SELF SERVICE USER
2021-02-16	Credit	Self Serve Ratepayer. Offered LIHEAP - Yes Offered OnTrack - Yes . Emailed agency contact info to asciollaj@gmail.com .	SELF SERVICE USER
2021-02-01	Miscellaneous	COVID-19 Pre-term Notice Sent.	CSLET
2021-02-01	Miscellaneous	COVID-19 Pre-term Notice Sent.	CSLET
2021-02-01	Special Situation	COVID-19 Pre-term Notice Sent. Refer to Einstein COVID-19 page for pay assist info. All res customers are eligible for a new non-catch up at this time. Comm accounts - transfer to Small business team	CSLET
2021-01-14	Winter Collection	Winter Collection Notice	
2020-12-15	Winter Collection	Winter Collection Notice	
2020-12-11	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-12-09	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-11-24	Reoccurring OnTrack Referral	You were Referred. Reminder call made. Call reminds the customer to check for application and submit back to agency in their county.	CSLET
2020-11-23	LIHEAP	LIHEAP application mailed to customer	CSLET
2020-11-17	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 3844547	CSLET
2020-11-16	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	ORAMP1
2020-11-16	Added Payment Agreement	asciollaj RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 3 638.00 is due 11 16 2020. Second payment amount and due date will appear on next bill . Payment Plan installment amount 79.00. Emailed PAG info to asciollaj@gmail.com.	SELF SERVICE USER
2020-11-16	Credit	asciollaj Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2020-11-16	Financial Statement Added		SELF SERVICE USER
2020-11-12	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-11-10	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR

Contact Date	Contact Type	Remarks	User
2020-11-04	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-11-02	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-29	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-27	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-23	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-21	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-19	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-13	Financial Statement Added		SELF SERVICE USER
2020-10-13	Reoccurring OnTrack Referral	You were Referred. Reminder call made. Call reminds the customer to check for application and submit back to agency in their county.	CSLET
2020-10-12	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 3745472	CSLET
2020-10-09	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	ORAMP1
2020-10-09	Added Payment Agreement	asciollaj RatePayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 3 207.00 is due 10 09 2020. Second payment amount and due date will appear on next bill . Payment Plan installment amount 79.00. Emailed PAG info to asciollaj@gmail.com.	SELF SERVICE USER
2020-10-09	Credit	asciollaj Ratepayer. Customer indicated there was no change to financial information.	SELF SERVICE USER
2020-10-09	Financial Statement Added		SELF SERVICE USER
2020-10-08	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-10-02	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-30	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-28	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-24	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-23	Credit - Outbound Call		MEGAN RUMBALSKI
2020-09-23	OB Call - Outreach	Caller Back Office Ratepayer. COVID Outreach to offer payment assistance options- left VM	MEGAN RUMBALSKI
2020-09-22	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-16	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-11	Credit - Outbound Call	LMOM - WORKING COVID19 OUTBOUND CAMPAIGN.	LAURA A FITZGERALD
2020-09-10	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-08	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-03	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-09-01	Reoccurring OnTrack Referral	You were Referred. Reminder call made. Call reminds the customer to check for application and submit back to agency in their county.	CSLET
2020-08-27	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 3708555	CSLET
2020-08-26	Credit - Outbound Call		BRIAN BENTON
2020-08-26	Credit	Caller JASON ASCIOLLA Ratepayer User Comments Cust could not agree to the terms given but did understand the plan SAT could not be reached.	BRIAN BENTON
2020-08-26	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO No.	BRIAN BENTON
2020-08-26	SC - Income Verification	Income verification required.	E190559
2020-08-26	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	E190559
2020-08-26	Added Payment Agreement	JASON ASCIOLLA Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 2 345.00 is due 08 26 2020. Second payment of 431.00 is due on 09 08 2020 . Payment Plan installment amount 79.00. Emailed PAG info to asciollaj@gmail.com.	BRIAN BENTON
2020-08-26	Credit	JASON ASCIOLLA Ratepayer. Offered Operation HELP - Yes Offered OnTrack - No Customer Declined . Emailed agency contact info to asciollaj@gmail.com .	BRIAN BENTON
2020-08-26	Credit	Caller JASON ASCIOLLA Ratepayer. jason is aware of his past due 3623.52	BRIAN BENTON
2020-08-26	Credit	Caller JASON ASCIOLLA Ratepayer. Spoke to Jason and he assured me that he will make a payment soon	BRIAN BENTON
2020-08-24	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-08-20	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-08-18	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-08-14	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-08-12	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-08-11	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-08-07	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-08-05	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-28	Credit - Outbound Call		THEREZA RICHARDSON
2020-07-28	Credit	Caller JASON ASCIOLLA Ratepayer. obc rp aware of prev bal 3 316.52-stated just started working and will fill out application for Ontrack online -aware of conseq	THEREZA RICHARDSON

Contact Date	Contact Type	Remarks	User
2020-07-24	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-22	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-16	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-14	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-10	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-08	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-06	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-07-01	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-29	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-25	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-17	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-15	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-11	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-09	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-05	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-03	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-06-01	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-28	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-21	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-19	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-15	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-05-13	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-04-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2020-04-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2020-04-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2020-04-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2020-04-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note WEB Call Type 10 No Lights Comments none	WEB
2020-04-13	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2020-03-28	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2020-03-28	Data Repair	CREDIT OF LPC OVERCHARGE	CUBLP511
2020-03-06	Credit	Caller JASON ASCIOLLA Ratepayer User Comments CCI ABT CONF. RECVD AFTER MAKING PAYMENT ADV CUST FOR HIS RECORDS ALSO REVWD PA SET ON ACCT	JVONSHATTA WATSON
2020-03-06	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	JVONSHATTA WATSON
2020-03-06	Special Situation	PAYMENTUS WEB paid 365.00	SELF SERVICE USER
2020-03-06	Changed Payment Agreement	PAYMENTUS WEB paid 365.00	SELF SERVICE USER
2020-02-27	Credit	Caller JASON ASCIOLLA Ratepayer User Comments cci to setup pag. reviewed best terms available. cx understands	DEREK GONZALEZ
2020-02-27	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	DEREK GONZALEZ
2020-02-27	Added Payment Agreement	JASON ASCIOLLA Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 365.00 is due 03 02 2020. Second payment of 415.92 is due on 03 09 2020 . Payment Plan installment amount 79.00. Emailed PAG info to asciollaj@gmail.com.	DEREK GONZALEZ
2020-02-27	Credit	JASON ASCIOLLA Ratepayer. Offered LIHEAP - Yes . .	DEREK GONZALEZ
2020-02-19	Reoccurring OnTrack Referral	You were Referred. Reminder call made. Call reminds the customer to check for application and submit back to agency in their county.	CSLET
2020-02-18	Winter Collection	Winter Collection Notice	
2020-02-18	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 3534322	CSLET
2020-02-17	Credit	Customer selected no option meets their needs Customer User ID asciollaj med cert No med cert exceeded limit No energy assistance Yes Password Verified	SELF SERVICE USER
2020-02-15	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR

Contact Date	Contact Type	Remarks	User
2020-02-14	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	MILLER,IESHA
2020-02-14	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	E185194
2020-02-14	Added Payment Agreement	JASON ASCIOLLA Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 665.00 is due 02 14 2020. Second payment amount and due date will appear on next bill . Payment Plan installment amount 79.00.	MILLER,IESHA
2020-02-14	Credit	JASON ASCIOLLA Ratepayer. Offered LIHEAP - No Customer Declined Offered OnTrack - No Customer Declined . .	MILLER,IESHA
2020-02-14	Special Situation	PAYMENTUS IVR paid 300.00	SELF SERVICE USER
2020-02-14	Credit	Customer selected no option meets their needs Customer User ID asciollaj med cert No med cert exceeded limit No energy assistance Yes Password Verified	SELF SERVICE USER
2020-02-13	Credit	Customer selected no option meets their needs Customer User ID asciollaj med cert No med cert exceeded limit No energy assistance Yes Password Verified	SELF SERVICE USER
2020-02-11	LIHEAP	LIHEAP application mailed	CSLET
2020-01-31	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2020-01-20	Winter Collection	Winter Collection Notice	
2020-01-14	Reoccurring OnTrack Referral	You were Referred. Reminder call made. Call reminds the customer to check for application and submit back to agency in their county.	CSLET
2020-01-07	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 3487037	CSLET
2020-01-04	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	YASMEEN FOSTER
2020-01-04	Credit	Caller JASON ASCIOLLA Ratepayer User Comments standard offer not available on weekends	YASMEEN FOSTER
2020-01-06	SC - RECURRING REFERRAL TO OTRK	Referred to Ontrack.	E190622
2020-01-06	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2020-01-06	Added Payment Agreement	JASON ASCIOLLA Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 365.00 is due 01 13 2020. Future payments beginning with next bill will include installment amount of 79.00. Emailed PAG info to asciollaj@gmail.com.	YASMEEN FOSTER
2020-01-04	Credit	JASON ASCIOLLA Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . Emailed agency contact info to asciollaj@gmail.com .	YASMEEN FOSTER
2020-01-06	Financial Statement Added		YASMEEN FOSTER
2020-01-04	Credit	Caller JASON ASCIOLLA Ratepayer User Comments cust d c call before asst with PAG did not asses sat or fully close call	AFTON THOMPSON
2020-01-04	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC No. Interested in SO Not on Phone.	AFTON THOMPSON
2020-01-04	Billing	Caller JASON ASCIOLLA Ratepayer. confirm the outbound call was for the Balance Due 2 195.60 adv of a PAG the PAG defaulted on 12 10 2019	AFTON THOMPSON
2020-01-04	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-12-10	Winter Collection	Winter Collection Notice	
2019-12-10	Returned Item	RETURNED ITEM AMOUNT 245.00 DATE OF RETURNED ITEM 2019-12-10 REASON R01 INSUFFICIENT FUNDS	CUBAR080
2019-12-10	Correspondence - Returned Item	Return Item - Friendly	
2019-12-05	Changed Payment Agreement	Scheduled date 12 5 2019 Amount 245.00 User asciollaj Owner Yes. Confirmation Number 19120521	SELF SERVICE USER
2019-12-05	WEB Customer Initiated Payment	Scheduled date 12 5 2019 Amount 245.00 User asciollaj Owner Yes. Confirmation Number 19120521	SELF SERVICE USER
2019-11-19	Added Payment Agreement	IVR Energy Assistance Yes Caller agrees to CU of 244.00 due on 12 01 2019 installments of 41.00.	IVR
2019-11-14	Winter Collection	Winter Collection Notice	
2019-10-16	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2464498 Completed	ELLERBE,MICHELLE
2019-10-16	SC - PUC Mediation	Caller Back Office Ratepayer. SC Status from Open to Closed Cust Rights Given Y Cust Satisfied Y Comments BCS 3736349 DATE CLOSED 09 27 2019 RESOLUTION LEVEL 2 BB 203.00 41.00 244.00 BEGINNING NOVEMBER 2019 DUE DATE	CUCL143
2019-10-16	Added Payment Agreement	BCS 3736349 DATE CLOSED 09 27 2019 RESOLUTION LEVEL 2 BB 203.00 41.00 244.00 BEGINNING NOVEMBER 2019 DUE DATE	ELLERBE,MICHELLE
2019-10-16	Correspondence - Budget Billing	bbpuc.doc	
2019-10-16	Start Budget Billing/Collection	BCS 3736349 DATE CLOSED 09 27 2019 RESOLUTION LEVEL 2 BB 203.00 41.00 244.00 BEGINNING NOVEMBER 2019 DUE DATE	ELLERBE,MICHELLE
2019-10-16	Changed Payment Agreement	CANX PAG DUE TO PUC DECISION	ELLERBE,MICHELLE
2019-10-16	Financial Statement Added		ELLERBE,MICHELLE
2019-10-16	Miscellaneous	WATT ID 2464498 BCS 3736349 DATE CLOSED 09 27 2019 RESOLUTION LEVEL 2 BB 203.00 41.00 244.00 BEGINNING NOVEMBER 2019 DUE DATE	ELLERBE,MICHELLE

Contact Date	Contact Type	Remarks	User
2019-09-30	Miscellaneous	Placed WATT Item On Hold 10 18 2019 For Next Invoice Bill To Generate Without BB. A Request Was Placed On 9 24 2019 To Stop BB	WANDA RIVERA-GONZALEZ
2019-09-30	Miscellaneous	WATT ID 2464498 BCS 3736349 DATE CLOSED 09 27 2019 RESOLUTION LEVEL 2 BB 203.00 41.00 244.00 BEGINNING NOVEMBER 2019 DUE DATE	WANDA RIVERA-GONZALEZ
2019-09-28	Miscellaneous	WATT CSS - PUC Payment Agreement Residential Work Item 2464498 Created	PUCMED
2019-09-24	3-day call - Ratepayer	CUBCL024	CUBCL024
2019-09-24	Stop Budget Bill		CUMBB302
2019-09-24	SC - PUC Mediation	PUC MDIA BCS 3736349	CUCL143
2019-09-24	Credit	Caller JASON ASCIOLLA Ratepayer User Comments Spoke with rp could not agree to payment plan told him to call OPHELP fg	FLAXINE GRUBE
2019-09-24	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	FLAXINE GRUBE
2019-09-24	Added Payment Agreement	JASON ASCIOLLA Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 496.00 is due 09 30 2019. Second payment of 179.20 is due on 10 07 2019 . Payment Plan installment amount 20.00. Emailed PAG info to asciollaj@gmail.com.	FLAXINE GRUBE
2019-09-24	Credit	JASON ASCIOLLA Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to asciollaj@gmail.com .	FLAXINE GRUBE
2019-09-24	Changed Payment Agreement	JASON ASCIOLLA Ratepayer. Does not agree to PAG terms. Cancelled Agreed payment plan.	FLAXINE GRUBE
2019-09-24	Credit	Confirmed service is scheduled for termination on 10 01 2019. Amount is 496.66.	FLAXINE GRUBE
2019-09-24	Credit	Confirmed service is scheduled for termination on 10 01 2019. Amount is 496.66.	FLAXINE GRUBE
2019-09-24	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	LASHEIKA JUNE
2019-09-24	Added Payment Agreement	JASON ASCIOLLA Ratepayer. Agreement Type CU. Cust agrees to PAG terms NO. First payment of 496.00 is due 09 30 2019. Second payment of 179.20 is due on 10 07 2019 . Payment Plan installment amount 20.00. Emailed PAG info to asciollaj@gmail.com.	LASHEIKA JUNE
2019-09-24	Credit	JASON ASCIOLLA Ratepayer. Offered Operation HELP - Yes . Emailed agency contact info to asciollaj@gmail.com .	LASHEIKA JUNE
2019-09-24	Changed Payment Agreement	JASON ASCIOLLA Ratepayer. Does not agree to PAG terms. Cancelled Agreed payment plan.	LASHEIKA JUNE
2019-09-24	Credit	Confirmed service is scheduled for termination on 10 01 2019. Amount is 496.66.	LASHEIKA JUNE
2019-09-24	Added Payment Agreement	IVR Term Date 10 01 2019 Med Cert - No Energy Assistance Yes Caller does not agree to CU of 496.00 due on 09 30 2019 installments of 20.00.	IVR
2019-09-24	Financial Statement Added		IVR
2019-09-23	Credit	Customer selected no option meets their needs Customer User ID asciollaj med cert No med cert exceeded limit No energy assistance Yes Password Verified	SELF SERVICE USER
2019-09-20	Billing	Caller JASON ASCIOLLA Ratepayer User Comments cci to see when term date is for adv termination will resume after 9 23 and a payment of 496.66 by 9 25	ELIZABETH MERCED-MCKINNEY
2019-09-20	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No.	ELIZABETH MERCED-MCKINNEY
2019-09-20	Credit	Caller Back Office Ratepayer. cust stated will cb	KAYLA KENNEDY
2019-09-13	Disputed Payment Agreement	Customer User ID asciollaj Term Date 09 26 2019 med cert No med cert exceeded limit No energy assistance Yes Cust does not agree to CU of 496.66 due on 09 25 2019 installments of 0.00 . Password Verified	SELF SERVICE USER
2019-09-13	Financial Statement Added		SELF SERVICE USER
2019-09-13	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-09-12	Correspondence - Collections	CUT DATE 2019-09-26 AMOUNT 496.66	
2019-08-13	SC - Due Date Extension	asciollaj requested a DueDateExtension suspend charge on account.	asciolla
2019-07-08	Credit	Caller JASON ASCIOLLA Ratepayer User Comments Min reco amt of 658.54 is due to reco service. paid today Future payments will include installment of 176.66. Next payment is due with next bill. rp states understanding no sat puc	MARY DICARRO
2019-07-08	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes. Interested in SO No.	MARY DICARRO
2019-07-08	Changed Payment Agreement	JASON ASCIOLLA Ratepayer agrees to reco payment terms of 658.54 to reconnect service. The next payment amount and due date will appear on your next bill. A reco fee of 14.00 will be included on the next bill. Reconnect of service will be completed anytime within the next business day. Advised to turn off main breaker fuse.	MARY DICARRO
2019-07-08	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2019-07-08	Changed Payment Agreement	Caller JASON ASCIOLLA Ratepayer. Comments Made Payment in the amount of 658.54. Confirmation number was Emailed to asciollaj@gmail.com. Confirmation Number 19070809	MARY DICARRO
2019-07-08	Cut In Issued	SYSTEM GENERATED ORDER BASED ON CUSTOMER PAYMENT	MARY DICARRO

Contact Date	Contact Type	Remarks	User
2019-07-08	CSS WEB Interface Payment	Caller JASON ASCIOLLA Ratepayer. Comments Made Payment in the amount of 658.54. Confirmation number was Emailed to asciollaj@gmail.com. Confirmation Number 19070809	MARY DICARRO
2019-07-08	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat No. WUR Required No. Provided PUC Yes.	MARY DICARRO
2019-07-08	Credit	Customer meets eligibility requirements for a med cert. Customer declined information about protections available to at-risk customers.	MARY DICARRO
2019-07-08	Added Payment Agreement	JASON ASCIOLLA Ratepayer. Agreement Type Reco2. Min reco amt of 658.54 is due to reco service. Future payments will include installment of 176.66. Next payment is due with next bill.	MARY DICARRO
2019-07-08	Credit	JASON ASCIOLLA Ratepayer. Offered Operation HELP - No Out Of Funds . .	MARY DICARRO
2019-07-08	Credit	JASON ASCIOLLA Ratepayer. Gross monthly income provided exceeds requirements for assistance programs.	MARY DICARRO
2019-07-05	Cut Out for Non-Pay Issued		CUMCL024
2019-06-25	Disputed Payment Agreement	IVR Term Date 07 01 2019 Med Cert - No Energy Assistance Yes Caller does not agree to CU of 136.00 due on 06 30 2019 installments of 32.00.	IVR
2019-06-25	Financial Statement Added		IVR
2019-06-20	Credit	Customer selected no option meets their needs Customer User ID asciollaj Term Date 06 27 2019 med cert No med cert exceeded limit No energy assistance Yes Password Verified	SELF SERVICE USER
2019-06-14	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-06-13	Correspondence - Collections	CUT DATE 2019-06-27 AMOUNT 731.71	
2019-05-23	Changed Payment Agreement	PA Pmt Amt 274.00 Customer User ID asciollaj med cert No med cert exceeded limit No Password Verified Confirmation Number 19052372	SELF SERVICE USER
2019-05-23	WEB Customer Initiated Payment	PA Pmt Amt 274.00 Customer User ID asciollaj med cert No med cert exceeded limit No Password Verified Confirmation Number 19052372	SELF SERVICE USER
2019-05-23	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Caller s Concern Miscellaneous - WUR will NOT be sent. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	SALIM YACOUB
2019-05-23	Credit	Caller JASON ASCIOLLA Ratepayer User Comments cci to rev PAG. added PPN alert making pymt over the weekend.	SALIM YACOUB
2019-05-23	Credit - Payment Agreement	JASON ASCIOLLA Ratepayer. Agreement Type CU. Cust agrees to PAG terms YES. First payment of 274.00 is due 05 28 2019. Second payment of 136.95 is due on 06 06 2019. Payment Plan installment amount 32.00.	SALIM YACOUB
2019-05-23	Credit	Confirmed service is scheduled for termination on 06 03 2019. Amount is 900.76.	SALIM YACOUB
2019-05-15	Credit - Outbound Call	Outbound Dialer A call attempt was made and received no answer	IVR
2019-05-15	Added Payment Agreement	Customer User ID asciollaj Term Date 05 29 2019 med cert No med cert exceeded limit No energy assistance Yes Cust agrees to CU of 274.00 due on 05 28 2019 installments of 32.00. Password Verified	SELF SERVICE USER
2019-05-15	Credit	Customer selected no option meets their needs Customer User ID asciollaj Term Date 05 29 2019 med cert No med cert exceeded limit No energy assistance Yes Password Verified	SELF SERVICE USER
2019-05-15	Credit	Customer selected no option meets their needs Customer User ID asciollaj Term Date 05 29 2019 med cert No med cert exceeded limit No energy assistance Yes Password Verified	SELF SERVICE USER
2019-05-14	Correspondence - Collections	CUT DATE 2019-05-29 AMOUNT 900.76	
2019-04-23	Reoccurring OnTrack Referral	Customer was referred to Ontrack. A reminder call was made to check for OT application in mail.	CSLET
2019-04-22	Correspondence - General	Template Name Ontrack Referral Created By CSLET Letter Edited No CS Letters ID 3109385	CSLET
2019-04-18	Credit - Outbound Call		JERMAINE WILSON
2019-04-18	Credit	Caller JASON ASCIOLLA Ratepayer User Comments payment promised	JERMAINE WILSON
2019-04-18	WUR Assessment	JASON ASCIOLLA Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	JERMAINE WILSON
2019-04-18	SC - REFERRAL TO ONTRACK	Referred to Ontrack.	E188452
2019-04-18	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2019-04-18	Added Payment Agreement	JASON ASCIOLLA Ratepayer. Agreement Type NCU. Cust agrees to PAG terms YES. First payment of 153.00 is due 05 07 2019. Future payments beginning with next bill will include installment amount of 32.00. Emailed PAG info to asciollaj@gmail.com.	JERMAINE WILSON
2019-04-18	Credit	JASON ASCIOLLA Ratepayer. Offered LIHEAP - Yes Offered Operation HELP - Yes Offered OnTrack - Yes . Emailed agency contact info to asciollaj@gmail.com .	JERMAINE WILSON
2019-04-18	Financial Statement Added		JERMAINE WILSON
2019-04-18	Credit	Confirmed service is scheduled for termination on 05 01 2019. Amount is 779.76. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition.	JERMAINE WILSON
2019-04-18	Credit - Outbound Call		ANDREA STILES
2019-04-18	Credit	Caller Back Office Ratepayer. Gentleman who answered the adv this is a bad time he is at work i asked if he like a cb when is a good time he adv in an hour i asked 7pm he said yes i put in a cb for 4 18 19 @ 7 00PM	ANDREA STILES
2019-04-17	Correspondence - Collections	CUT DATE 2019-05-01 AMOUNT 779.76	

Contact Date	Contact Type	Remarks	User
2019-04-09	Credit	Caller JASON ASCIOLLA Ratepayer. cci about pag adv 445.00 due 4 10 14 11 cust stated he can pay 4 12 adv of lpc adv no term on acct Rev 04 09 2019	MICHAEL HERNDON
2019-04-09	Maintain Bill Account	Caller IVR updated primary phone from 484-935-5949 to primary phone 484-935-5949. Consent Attained	IVR
2019-04-03	Credit - Outbound Call		MICHAEL HOLUB JR
2019-04-03	Payment Arrangement Letter Sent	Non-Catch-Up Activation PAG	
2019-04-03	Added Payment Agreement	Customer User ID asciollaj Term Date 04 16 2019 med cert No med cert exceeded limit No budget Yes energy assistance No Cust does not agree to NCU of 445.00 due on 04 10 2019 installments of 66.00 . Password Verified	SELF SERVICE USER
2019-04-03	Correspondence - Budget Billing	bbstcsr.doc	
2019-04-03	Start Budget Billing	Customer User ID asciollaj Term Date 04 16 2019 med cert No med cert exceeded limit No budget Yes energy assistance No Cust does not agree to NCU of 445.00 due on 04 10 2019 installments of 66.00 . Password Verified	SELF SERVICE USER
2019-04-03	Financial Statement Added		SELF SERVICE USER
2019-04-02	Correspondence - Collections	CUT DATE 2019-04-16 AMOUNT 401.19	
2019-02-20	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2019-01-21	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2019-01-21	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note IVR Call Type 10 No Lights Comments none	IVR
2019-01-21	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2019-01-15	Choice Inquiry	New Connect Privacy Release Default - OK to Release All	SYSTEM SYSTEM
2019-01-15	myPPL Alerts - WEB	User webuser agreed to T Cs-Enrolled	SELF SERVICE USER
2019-01-15	Connect Completed		SELF SERVICE USER
2018-12-31	WEB Enroll in Paperless Billing	Enroll Paperless Billing	WEBUSER
2018-12-31	Service On - Dep Billed - Satisfied No	Service On - Dep Billed - Satisfied No	
2018-12-30	Connect Questions	TYPE OF CONNECT REQUEST METERED RATEPAYER OWNS THE PROPERTY N RATEPAYER WILL OCCUPY THE PROPERTY Y NON-RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY NONE TYPE OF PROPERTY RESIDENTIAL ELECTRIC HEAT Y RESIDENTIAL USE ASSOCIATED WITH THE PROPERTY RESIDENTIAL USE WILL BE FOR THE RATEPAYERS SOLE BENEFIT	SELF SERVICE USER
2018-12-30	Connect Issued	Electric CTP-Applicant Caller GUEST USER date of connect 01 15 2019 DepositAmt 104 DepositReq Yes Pre Bal 0 Pre Bal Req No ID Req No Send AddName Letter No Send SecDep Letter Yes customer name Jason Ascioffa new adress 3202 FLINT HILL RD HELLERTOWN PA 18055	SELF SERVICE USER

**PPL ELECTRIC
EXHIBIT 3**

Maintain Payment Agreement for Account 31520-21123

Edit Help

Type : **Catch-Up** Status: **Agreed**

Current Billing Information		Budget Billing Details	
Bill Due Date:	10/06/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$9,198.94	Setup BB Amount:	\$328.00

Agreement Details		Installment Details	
Start Date:	06/14/22	Installment Amount:	\$98.00
Agreement Amount:	\$7,730.56	Number Of Installments:	50
		Remaining Installments:	50
		Final Installment Amount:	\$74.56

Initial Payment Details		Customer Offer	
Due Date:	06/20/22	Downpayment Amount:	\$0.00
Payment Amount:	\$2,854.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$2,854.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Expired**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 04/21/22	Installment Amount: \$98.00
Agreement Amount: \$6,866.81	Number Of Installments: 52
Initial Payment Details	Remaining Installments: 52
Due Date: 05/03/22	Final Installment Amount: \$73.81
Payment Amount: \$1,795.00	Customer Offer
Restore Amount: \$1,795.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Refused**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 04/11/22	Installment Amount: \$98.00
Agreement Amount: \$6,866.81	Number Of Installments: 52
Initial Payment Details	Remaining Installments: 52
Due Date: 04/11/22	Final Installment Amount: \$73.81
Payment Amount: \$1,795.00	Customer Offer
Restore Amount: \$1,795.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Refused**

Current Billing Information		Budget Billing Details	
Bill Due Date:	10/06/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$9,198.94	Setup BB Amount:	\$328.00

Agreement Details		Installment Details	
Start Date:	03/22/22	Installment Amount:	\$98.00
Agreement Amount:	\$6,488.46	Number Of Installments:	53
		Remaining Installments:	53
		Final Installment Amount:	\$73.46

Initial Payment Details		Customer Offer	
Due Date:	03/30/22	Downpayment Amount:	\$0.00
Payment Amount:	\$1,319.00	Downpayment Due Date:	//
Restore Amount:	\$1,319.00	Installment Amount:	\$0.00
		Installment Due Date:	//

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 02/02/22	Installment Amount: \$98.00
Agreement Amount: \$5,736.58	Number Of Installments: 55
Initial Payment Details	Remaining Installments: 55
Due Date: 02/02/22	Final Installment Amount: \$72.58
Payment Amount: \$372.00	Customer Offer
Restore Amount: \$372.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 12/03/21	Installment Amount: \$98.00
Agreement Amount: \$5,786.58	Number Of Installments: 56
Initial Payment Details	Remaining Installments: 56
Due Date: 12/14/21	Final Installment Amount: \$72.58
Payment Amount: \$324.00	Customer Offer
Restore Amount: \$324.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 11/01/21	Installment Amount: \$98.00
Agreement Amount: \$5,805.12	Number Of Installments: 56
Initial Payment Details	Remaining Installments: 56
Due Date: 11/07/21	Final Installment Amount: \$40.12
Payment Amount: \$375.00	Customer Offer
Restore Amount: \$375.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Canceled**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 10/27/21	Installment Amount: \$98.00
Agreement Amount: \$5,578.18	Number Of Installments: 54
Initial Payment Details	Remaining Installments: 54
Due Date: 11/02/21	Final Installment Amount: \$9.18
Payment Amount: \$375.00	Customer Offer
Restore Amount: \$375.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 09/16/21	Installment Amount: \$98.00
Agreement Amount: \$5,676.18	Number Of Installments: 55
Initial Payment Details	Remaining Installments: 55
Due Date: 09/28/21	Final Installment Amount: \$9.18
Payment Amount: \$375.00	Customer Offer
Restore Amount: \$375.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 08/24/21	Installment Amount: \$98.00
Agreement Amount: \$5,785.18	Number Of Installments: 56
Initial Payment Details	Remaining Installments: 56
Due Date: 08/30/21	Final Installment Amount: \$9.18
Payment Amount: \$386.00	Customer Offer
Restore Amount: \$386.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
Special Situation Details	Special Circumstance: [Dropdown]
Special Circumstance: [Dropdown]	Supervisor Discretion: [Dropdown]
Supervisor Discretion: [Dropdown]	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 07/23/21	Installment Amount: \$98.00
Agreement Amount: \$5,777.18	Number Of Installments: 57
Initial Payment Details	Remaining Installments: 57
Due Date: 08/01/21	Final Installment Amount: \$9.18
Payment Amount: \$280.00	Customer Offer
Restore Amount: \$280.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
Special Situation Details	Special Circumstance: [Dropdown]
Special Circumstance: [Dropdown]	Supervisor Discretion: [Dropdown]
Supervisor Discretion: [Dropdown]	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 06/17/21	Installment Amount: \$98.00
Agreement Amount: \$5,981.12	Number Of Installments: 58
Initial Payment Details	Remaining Installments: 58
Due Date: 06/29/21	Final Installment Amount: \$9.12
Payment Amount: \$386.00	Customer Offer
Restore Amount: \$386.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 05/19/21	Installment Amount: \$98.00
Agreement Amount: \$6,090.12	Number Of Installments: 59
Initial Payment Details	Remaining Installments: 59
Due Date: 06/01/21	Final Installment Amount: \$9.12
Payment Amount: \$397.00	Customer Offer
Restore Amount: \$397.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **PUC Non-Catch-Up** Status: **Defaulted**

Current Billing Information		Budget Billing Details	
Bill Due Date:	10/06/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$9,198.94	Setup BB Amount:	\$328.00

Agreement Details		Installment Details	
Start Date:	04/07/21	Installment Amount:	\$98.00
Agreement Amount:	\$6,189.12	Number Of Installments:	59
		Remaining Installments:	59
		Final Installment Amount:	\$107.12

Initial Payment Details		Customer Offer	
Due Date:	04/14/21	Downpayment Amount:	\$0.00
Payment Amount:	\$398.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$544.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 03/31/21	Installment Amount: \$245.00
Agreement Amount: \$5,890.12	Number Of Installments: 24
Initial Payment Details	Remaining Installments: 24
Due Date: 04/07/21	Final Installment Amount: \$10.12
Payment Amount: \$245.00	Customer Offer
Restore Amount: \$245.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
Special Situation Details	Special Circumstance: [Dropdown]
Special Circumstance: [Dropdown]	Supervisor Discretion: [Dropdown]
Supervisor Discretion: [Dropdown]	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account 31520-21123

Edit Help

Type: **PUC Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 03/18/21	Installment Amount: \$245.43
Agreement Amount: \$5,890.12	Number Of Installments: 23
Initial Payment Details	Remaining Installments: 23
Due Date: 03/22/21	Final Installment Amount: \$245.66
Payment Amount: \$245.00	Customer Offer
Restore Amount: \$5,163.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
Special Situation Details	Special Circumstance: [Dropdown]
Special Circumstance: [Dropdown]	Supervisor Discretion: [Dropdown]
Supervisor Discretion: [Dropdown]	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Refused**

Current Billing Information		Budget Billing Details	
Bill Due Date:	10/06/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$9,198.94	Setup BB Amount:	\$328.00

Agreement Details		Installment Details	
Start Date:	02/25/21	Installment Amount:	\$79.00
Agreement Amount:	\$5,585.48	Number Of Installments:	11
		Remaining Installments:	11
		Final Installment Amount:	\$15.48

Initial Payment Details		Customer Offer	
Due Date:	03/07/21	Downpayment Amount:	\$0.00
Payment Amount:	\$4,780.00	Downpayment Due Date:	//
Restore Amount:	\$4,780.00	Installment Amount:	\$0.00
		Installment Due Date:	//

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Refused**

Current Billing Information		Budget Billing Details	
Bill Due Date:	10/06/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$9,198.94	Setup BB Amount:	\$328.00

Agreement Details		Installment Details	
Start Date:	02/17/21	Installment Amount:	\$79.00
Agreement Amount:	\$5,585.48	Number Of Installments:	11
		Remaining Installments:	11
		Final Installment Amount:	\$15.48

Initial Payment Details		Customer Offer	
Due Date:	02/17/21	Downpayment Amount:	\$0.00
Payment Amount:	\$4,780.00	Downpayment Due Date:	//
Restore Amount:	\$4,780.00	Installment Amount:	\$0.00
		Installment Due Date:	//

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Refused**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 11/16/20	Installment Amount: \$79.00
Agreement Amount: \$4,679.52	Number Of Installments: 14
Initial Payment Details	Remaining Installments: 14
Due Date: 11/16/20	Final Installment Amount: \$14.52
Payment Amount: \$3,638.00	Customer Offer
Restore Amount: \$3,638.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Refused**

Current Billing Information		Budget Billing Details	
Bill Due Date:	10/06/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$9,198.94	Setup BB Amount:	\$328.00

Agreement Details		Installment Details	
Start Date:	10/09/20	Installment Amount:	\$79.00
Agreement Amount:	\$4,327.52	Number Of Installments:	15
		Remaining Installments:	15
		Final Installment Amount:	\$14.52

Initial Payment Details		Customer Offer	
Due Date:	10/09/20	Downpayment Amount:	\$0.00
Payment Amount:	\$3,207.00	Downpayment Due Date:	//
Restore Amount:	\$3,207.00	Installment Amount:	\$0.00
		Installment Due Date:	//

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Refused**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 08/26/20	Installment Amount: \$79.00
Agreement Amount: \$3,623.52	Number Of Installments: 17
Initial Payment Details	Remaining Installments: 17
Due Date: 08/26/20	Final Installment Amount: \$14.52
Payment Amount: \$2,345.00	Customer Offer
Restore Amount: \$2,345.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 02/27/20	Installment Amount: \$79.00
Agreement Amount: \$2,116.60	Number Of Installments: 23
Initial Payment Details	Remaining Installments: 23
Due Date: 03/02/20	Final Installment Amount: \$13.60
Payment Amount: \$365.00	Customer Offer
Restore Amount: \$365.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
Special Situation Details	Special Circumstance: [Dropdown]
Special Circumstance: [Dropdown]	Supervisor Discretion: [Dropdown]
Supervisor Discretion: [Dropdown]	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Refused**

Current Billing Information		Budget Billing Details	
Bill Due Date:	10/06/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$9,198.94	Setup BB Amount:	\$328.00

Agreement Details		Installment Details	
Start Date:	02/14/20	Installment Amount:	\$79.00
Agreement Amount:	\$2,416.60	Number Of Installments:	23
		Remaining Installments:	23
		Final Installment Amount:	\$13.60

Initial Payment Details		Customer Offer	
Due Date:	02/14/20	Downpayment Amount:	\$0.00
Payment Amount:	\$665.00	Downpayment Due Date:	//
Restore Amount:	\$665.00	Installment Amount:	\$0.00
		Installment Due Date:	//

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Non-Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 01/06/20	Installment Amount: \$79.00
Agreement Amount: \$2,195.60	Number Of Installments: 23
Initial Payment Details	Remaining Installments: 23
Due Date: 01/13/20	Final Installment Amount: \$92.60
Payment Amount: \$365.00	Customer Offer
Restore Amount: \$365.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 11/19/19	Installment Amount: \$41.00
Agreement Amount: \$1,688.66	Number Of Installments: 36
Initial Payment Details	Remaining Installments: 36
Due Date: 12/01/19	Final Installment Amount: \$9.66
Payment Amount: \$244.00	Customer Offer
Restore Amount: \$244.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **PUC Non-Catch-Up** Status: **Defaulted**

Current Billing Information		Budget Billing Details	
Bill Due Date:	10/06/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$9,198.94	Setup BB Amount:	\$328.00

Agreement Details		Installment Details	
Start Date:	10/16/19	Installment Amount:	\$41.00
Agreement Amount:	\$1,688.66	Number Of Installments:	35
		Remaining Installments:	35
		Final Installment Amount:	\$50.66

Initial Payment Details		Customer Offer	
Due Date:	11/07/19	Downpayment Amount:	\$0.00
Payment Amount:	\$244.00	Downpayment Due Date:	//
		Installment Amount:	\$0.00
		Installment Due Date:	//

Restore Amount: \$496.00

Task List	
Customer Contact...	

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Canceled**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 09/24/19	Installment Amount: \$20.00
Agreement Amount: \$496.66	Number Of Installments: []
Initial Payment Details	Remaining Installments: []
Due Date: 09/30/19	Final Installment Amount: \$20.66
Payment Amount: \$496.00	Customer Offer
Restore Amount: \$496.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: []

Supervisor Discretion: []

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Expired**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 09/13/19	Installment Amount: \$0.00
Agreement Amount: \$496.66	Number Of Installments: []
Initial Payment Details	Remaining Installments: []
Due Date: 09/25/19	Final Installment Amount: \$0.00
Payment Amount: \$496.66	Customer Offer
Restore Amount: \$496.66	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //
Special Situation Details	
Special Circumstance: []	
Supervisor Discretion: []	

OK Cancel

Outstanding Money... ?

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Reconnection Two** Status: **Defaulted**

Current Billing Information		Budget Billing Details	
Bill Due Date:	10/06/22	Enroll in Budget Bill:	<input type="checkbox"/>
Bill Amount:	\$9,198.94	Setup BB Amount:	\$328.00

Agreement Details		Installment Details	
Start Date:	07/08/19	Installment Amount:	\$176.66
Agreement Amount:	\$835.20	Number Of Installments:	3
		Remaining Installments:	2
		Final Installment Amount:	\$167.00

Initial Payment Details		Customer Offer	
Due Date:	07/12/19	Downpayment Amount:	\$0.00
Payment Amount:	\$658.54	Downpayment Due Date:	//
		Installment Amount:	\$0.00
Restore Amount:	\$731.71	Installment Due Date:	//

Task List

- Customer Contact...

OK Cancel

Outstanding Money... ?

Special Situation Details	
Special Circumstance:	
Supervisor Discretion:	CTP Negotiated

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Expired**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 06/25/19	Installment Amount: \$32.00
Agreement Amount: \$731.71	Number Of Installments: 19
Initial Payment Details	Remaining Installments: 19
Due Date: 06/30/19	Final Installment Amount: \$19.71
Payment Amount: \$136.00	Customer Offer
Restore Amount: \$136.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 05/15/19	Installment Amount: \$32.00
Agreement Amount: \$900.76	Number Of Installments: 20
Initial Payment Details	Remaining Installments: 20
Due Date: 05/28/19	Final Installment Amount: \$18.76
Payment Amount: \$274.00	Customer Offer
Restore Amount: \$274.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Non-Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 04/18/19	Installment Amount: \$32.00
Agreement Amount: \$900.76	Number Of Installments: 23
Initial Payment Details	Remaining Installments: 23
Due Date: 05/07/19	Final Installment Amount: \$43.76
Payment Amount: \$153.00	Customer Offer
Restore Amount: \$153.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

View Payment Agreement for Account 31520-21123

Edit Help

Type: **Non-Catch-Up** Status: **Defaulted**

Current Billing Information	Budget Billing Details
Bill Due Date: 10/06/22	Enroll in Budget Bill: <input type="checkbox"/>
Bill Amount: \$9,198.94	Setup BB Amount: \$328.00
Agreement Details	Installment Details
Start Date: 04/03/19	Installment Amount: \$66.00
Agreement Amount: \$779.76	Number Of Installments: 5
Initial Payment Details	Remaining Installments: 5
Due Date: 04/10/19	Final Installment Amount: \$70.76
Payment Amount: \$445.00	Customer Offer
Restore Amount: \$445.00	Downpayment Amount: \$0.00
Task List	Downpayment Due Date: //
Customer Contact...	Installment Amount: \$0.00
	Installment Due Date: //

OK Cancel

Outstanding Money... ?

Special Situation Details

Special Circumstance: [Dropdown]

Supervisor Discretion: [Dropdown]

**PPL ELECTRIC
EXHIBIT 4**

[Home](#)[Case Search](#)

Mediation Case View

General			
BCS Case No.	3833258	Case Notes	Count : 0 Detail...
CSS Account No.	3152021123	Received Date	04/25/2022
CSS Name	JASON ASCIOLLA	Due Date	05/24/2022
PUC Name	JASON ASCIOLLA	Investigator Name	CASE POOL, BCS
Service Address 1	3202 FLINT HILL RD	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	HELLERTOWN, PA 18055-	Mailing City, State Zip	, -
PUC Address	3202 FLINT HILL RD,,HELLERTOWN,PA,18055-		
Service Class	RESIDENTIAL	Case Origin	PUC WEBSITE
Phone Number	(484) 935-5949	Prior Case Number	3736349
Income Level	1	On Track	No
Reason For Contact	CII - CHANGE IN INCOME PAR (#71)		
Customer Position			
Company Position	04/21/2022 THE AMOUNT OF 1795 IS THE MINIMUM AMOUNT THEY WILL ACCEPT AND IT HAS TO BE BY MAY 1ST. I REQUESTED FOR MORE TIME AND IT WAS DENIED		
Related Information	CII INCOME FROM PRIOR JOB WAS REDUCED, MAKING MY ABILITY TO SUPPORT MY FAMILY IMPOSSIBLE - RELIEF SOUGHT - A PAYMENT ARRANGEMENT THAT I CAN AFFORD TO PAY.I NEED TIME TO ACCUMULATE THE MONEY FOR PAYMENT. THE EMAIL ADDRESS ASCIOLLAJ@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	05/09/2022	Total Account Balance	7488.48
Budget Bill Amount	300.00	Termination Date	05/04/2022
Arrearage	1795.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint	04/21/2022		

[Type Assignment](#)

Case Type	Mediation
Mediation Type	Long

Ownership

Contact Person	E154150 - Merkel,Wendy M
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Income Fields

Total Gross Income	2800.00	Employment Income	2800.00
DPW		Social Security	
Unemployment Comp		Disability	
Pension		Other	
Date Info Obtained	04/14/2022		

Other Information

Adults	6	Children	0
Amount Needed to Update Most Recent Payment Arrangement	1795.00	Universal Service Program	Yes

Final Report

Did the customer accurately state the company position?	No
What did the company tell the customer?	On 04/21/2022, the customer contacted the Company regarding the pending service termination. The Company explained the reason for the proposed service termination and provided all available options to prevent it, including explaining the medical emergency procedures. The Company offered to re-establish the payment agreement. The Company updated the customer's ability to pay (level 1 income), which did not reflect a change in income from the most recent agreement it offered. The Company offered to accept \$1795.00 to reinstate the previously defaulted agreement and prevent the service termination. The Company explained the repayment terms were to pay \$98.00 plus the monthly bill until the customer completely paid the overdue balance. An additional \$481.08 would be due by 05/09/2022. The customer could not agree to the terms. The Company suspended the account for ten days and provided an oral utility report. Customer was enrolled in the On track program. Customer meets eligibility requirements for a medical certification. Customer does not claim a medical condition. Customer was referred to the On track

	program and provided information to assistance programs.
Dispute Information	Customer was never enrolled in the On track program. No CAP arrear. Customer was referred to the program. Customer did not claim a change in income when setting up the payment agreement. Please dismiss customer's complaint and have them contact the company to review their income.
Company Final Position	The Company records show that the customer had not eliminated the arrearages from a PUC payment agreement (bcs case number 3736349). Date closed 09/27/2019, Account balance \$1688.66. Therefore, the regulations found at 1405D apply. For customers who allege a change in circumstances, the Company requests that the PUC verify the customer's household income before considering offering a new payment agreement. The Company is requesting the customer pay \$1795.00 to reinstate the payment agreement, then monthly bills plus \$98.00 until the overdue balance is completely paid. An additional \$481.08 is due 05/09/2022. While the Company report details payment agreements that are associated with the customer balance, all other data is relative to transactions that occurred on this particular account. The investigator can obtain account activity statements, as well as other information from current and prior accounts, including up to 48 months of payment history, by visiting the BCS Portal. If the investigator needs access rights, or has questions regarding this report, he or she could contact the Company at pucinquiries@pplweb.com.
CAP Amount (OnTrack)	0.00

[Prior Agreement Information](#)

Type	Date	Balance	Income Level	Terms
Catch Up	4/21/2022	\$6,866.81	1	\$1,795.00 by 5/3/2022, then monthly bills + \$98.00 beg next bill due date. Adults 6, Children 0.
Catch Up	4/11/2022	\$6,866.81	1	\$1,795.00 by 4/11/2022, then monthly bills + \$98.00 beg next bill due date. Adults 6, Children 0.
Catch Up	3/22/2022	\$6,488.46	1	\$1,319.00 by 3/30/2022, then monthly bills + \$98.00 beg next bill due date. Adults 1, Children 0.
Catch Up	2/2/2022	\$5,736.58	1	\$372.00 by 2/2/2022, then monthly bills + \$98.00 beg next bill due

				date. Adults 1, Children 0.
Catch Up	12/3/2021	\$5,786.58	1	\$324.00 by 12/14/2021, then monthly bills + \$98.00 beg next bill due date. Adults 1, Children 0.
Catch Up	11/1/2021	\$5,805.12	1	\$375.00 by 11/7/2021, then monthly bills + \$98.00 beg next bill due date. Adults 6, Children 0.
Catch Up	9/16/2021	\$5,676.18	1	\$375.00 by 9/28/2021, then monthly bills + \$98.00 beg next bill due date. Adults 6, Children 0.
Catch Up	8/24/2021	\$5,785.18	1	\$386.00 by 8/30/2021, then monthly bills + \$98.00 beg next bill due date. Adults 6, Children 0.
Catch Up	7/23/2021	\$5,777.18	1	\$280.00 by 8/1/2021, then monthly bills + \$98.00 beg next bill due date. Adults 6, Children 0.
Catch Up	6/17/2021	\$5,981.12	1	\$386.00 by 6/29/2021, then monthly bills + \$98.00 beg next bill due date. Adults 6, Children 0.
Catch Up	5/19/2021	\$6,090.12	1	\$397.00 by 6/1/2021, then monthly bills + \$98.00 beg next bill due date. Adults 6, Children 0.
Settlement	4/7/2021	\$6,189.12	1	\$398.00 due 4/14/21 then monthly bills + \$98.00 beg next bill due date. 6 Adults 0 Children.
Catch Up	3/31/2021	\$5,890.12	1	\$245.00 by 4/7/2021, then monthly bills + \$245.00 beg next bill due date. Adults 6, Children 0.
Catch Up	2/25/2021	\$5,585.48	1	\$4,780.00 by 3/7/2021, then monthly bills + \$79.00 beg next bill due date. Adults 6, Children 0.
Catch Up	2/17/2021	\$5,585.48	1	\$4,780.00 by 2/17/2021, then monthly bills + \$79.00 beg next bill due date. Adults 6, Children 0.
Catch Up	11/16/2020	\$4,679.52	1	\$3,638.00 by 11/16/2020, then

				monthly bills + \$79.00 beg next bill due date. Adults 5, Children 0.
Catch Up	10/9/2020	\$4,327.52	1	\$3,207.00 by 10/9/2020, then monthly bills + \$79.00 beg next bill due date. Adults 6, Children 0.
Catch Up	8/26/2020	\$3,623.52	1	\$2,345.00 by 8/26/2020, then monthly bills + \$79.00 beg next bill due date. Adults 6, Children 0.
Catch Up	2/27/2020	\$2,116.60	1	\$365.00 by 3/2/2020, then monthly bills + \$79.00 beg next bill due date. Adults 6, Children 0.
Catch Up	2/14/2020	\$2,416.60	1	\$665.00 by 2/14/2020, then monthly bills + \$79.00 beg next bill due date. Adults 6, Children 0.
Settlement	1/6/2020	\$2,195.60	1	\$365.00 by 1/13/2020, then monthly bills + \$79.00 beg next bill due date. Adults 6, Children 0.
Catch Up	11/19/2019	\$1,688.66	2	\$244.00 by 12/1/2019, then monthly bills + \$41.00 beg next bill due date. Adults 6, Children 0.
PUC	9/27/2019	\$1,445.55	2	LEVEL 2, BB 203.00 + 41.00 = 244.00 BEGINNING NOVEMBER 2019.
Catch Up	9/13/2019	\$496.66	2	\$496.66 by 9/25/2019, then monthly bills + \$0.00 beg next bill due date. Adults 6, Children 0.
Reconnection	7/8/2019	\$835.20	2	\$658.54 by 7/12/2019, then monthly bills + \$176.66 beg next bill due date. Adults 6, Children 0. Level 2 customer, \$4500 gross monthly income.
Catch Up	6/25/2019	\$731.71	2	\$136.00 by 6/30/2019, then monthly bills + \$32.00 beg next bill due date. Adults 6, Children 0.
Catch Up	5/15/2019	\$900.76	1	\$274.00 by 5/28/2019, then monthly bills + \$32.00 beg next bill due date. Adults 6, Children 0.

Settlement	4/18/2019	\$900.76	1	\$153.00 by 5/7/2019, then monthly bills + \$32.00 beg next bill due date. Adults 6, Children 0.
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[Payment Information](#)

Date	Amount	Payment Method/Status
2/7/2022	405.00	Returned
2/2/2022	405.00	
12/6/2021	357.00	
12/1/2021	357.00	Returned
11/29/2021	357.00	
11/5/2021	375.00	
9/16/2021	375.00	
8/26/2021	386.00	
7/29/2021	280.00	
6/28/2021	386.00	
5/24/2021	397.00	
4/19/2021	398.00	
4/5/2021	250.00	Returned
3/31/2021	250.00	
3/26/2021	250.00	Returned
3/24/2021	250.00	

[Analysis Information](#)

Justified	Not Analyzed
No Analysis Items Found	

Return To Search	Case History	Attachments
Print	Decision	Change State
Dismiss		

Home

Decision Detail

Case Search

General			
BCS Case No.	3833258	CSS Account No.	3152021123
Customer Name	JASON ASCIOLLA	Investigator Name	CASE POOL, BCS
Address 1	3202 FLINT HILL RD	Service Class	RESIDENTIAL
Address 2		Case Origin	PUC WEBSITE
City, State Zip	HELLERTOWN , PA 18055	Head Date	06/06/2022
Service Restore Amount	0.00	Current Monthly Payment	0.00
Service Continue Amount	1795.00	Service Continue Date	
Decision Issue	No	Ending Monthly Payment	0.00
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	7488.48	Closed Date	06/06/2022
Reconnect Amount	0.00	Balance Date	04/28/2022
Special Budget Amount	0.00	Regular Budget Amount	300.00
Arrears Payment Plus	0.00	Final Monthly Payment	0.00
Resolution	CASE DISMISSED: PER 1405 (D) & THE COMPANY REPORTS THAT A PRIOR PUC PAR ISSUED IN NOVEMBER 2019, BCS 3736349, HAS NOT BEEN SATISFIED. CII IS NOT VALID. THE LAST PAYMENT ARRANGEMENT ON THE ACCOUNT WAS A COMPANY/PUC PAR ISSUED IN NOVEMBER 2019 BASED ON A GROSS MONTHLY INCOME OF \$7134 (6 ADULTS, 0 CHILDREN). THE CUSTOMER SUBMITTED EVIDENCE TO BCS THAT THE GROSS MONTHLY INCOME HAS INCREASED TO \$6882.44 (6 ADULTS, 0 CHILDREN).		
Terms			
Letter Description	SHORT BLANK LETTER		

Action Required Options	
Action Required	<input type="radio"/> Yes <input type="radio"/> No
WorkQ	<input type="text" value=""/>

Category			
Sub Category	<input type="text"/>		
Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text"/>		
Plus Amount	<input type="text"/>		
Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	<div style="border: 1px solid #ccc; height: 60px;"></div>		
Processed By	SYSTEM	Processed Date	6/6/2022 12:00:13 PM

[Return to Case](#)

**PPL ELECTRIC
EXHIBIT 5**

[Home](#)[Case Search](#)

Mediation Case View

General			
BCS Case No.	3736349	Case Notes	Count : 0 Detail...
CSS Account No.	3152021123	Received Date	09/24/2019
CSS Name	JASON ASCIOLLA	Due Date	10/23/2019
PUC Name	JASON ASCIOLLA	Investigator Name	CASE POOL, BCS
Service Address 1	3202 FLINT HILL RD	Mailing Address 1	
Service Address 2		Mailing Address 2	
Service City, State Zip	HELLERTOWN, PA 18055-	Mailing City, State Zip	, -
PUC Address	3202 FLINT HILL RD,,HELLERTOWN,PA,18055-		
Service Class	RESIDENTIAL	Case Origin	TELEPHONE
Phone Number		Prior Case Number	0
Income Level	2	On Track	No
Reason For Contact	ON - PAR NEEDED (# 61)		
Customer Position			
Company Position	09/24/2019 \$496 TO PREVENT TERM		
Related Information	61 & CUSTOMER NEEDS A PAYMENT ARRANGEMENT. - RELIEF SOUGHT - PAR THE CELL PHONE NUMBER (484) 935 - 5949 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS ASCIOLLAJ@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.		
Misc Info			
Heating	Yes	Service	On
Acct Bal Due Date	10/07/2019	Total Account Balance	1445.55
Budget Bill Amount	203.00	Termination Date	
Arrearage	700.00	Reported Income Amount	0.00
Date of Last Customer Contact prior to Complaint			

Type Assignment	
Case Type	Mediation
Mediation Type	Abbreviated

<u>Ownership</u>	
Contact Person	E153462 - Eibach,Linda M

<u>Income Fields</u>			
Total Gross Income	6000.00	Employment Income	6000.00
DPW	0.00	Social Security	0.00
Unemployment Comp	0.00	Disability	0.00
Pension		Other	0.00
Date Info Obtained	09/24/2019		

<u>Other Information</u>			
Adults	6	Children	0
Amount Needed to Update Most Recent Payment Arrangement	673.32	Universal Service Program	No

<u>Final Report</u>	
Did the customer accurately state the company position?	Yes
What did the company tell the customer?	
Dispute Information	NONE
Company Final Position	
CAP Amount (OnTrack)	0.00

<u>Prior Agreement Information</u>				
Type	Date	Balance	Income Level	Terms
Catch Up	9/24/2019	\$496.66	2	\$496.00 by 9/30/2019, then monthly bills + \$20.00 beg next bill due date. Adults 6, Children 0.
Catch Up	9/13/2019	\$496.66	2	\$496.66 by 9/25/2019, then monthly bills + \$0.00 beg next bill due date. Adults 6, Children 0.
Reconnection	7/8/2019	\$835.20	2	\$658.54 by 7/12/2019, then monthly bills +

				\$176.66 beg next bill due date. Adults 6, Children 0. Level 2 customer, \$4500 gross monthly income.
Catch Up	6/25/2019	\$731.71	2	\$136.00 by 6/30/2019, then monthly bills + \$32.00 beg next bill due date. Adults 6, Children 0.
Catch Up	5/15/2019	\$900.76	1	\$274.00 by 5/28/2019, then monthly bills + \$32.00 beg next bill due date. Adults 6, Children 0.
Settlement	4/18/2019	\$900.76	1	\$153.00 by 5/7/2019, then monthly bills + \$32.00 beg next bill due date. Adults 6, Children 0.
Settlement	4/3/2019	\$779.76	3	\$445.00 by 4/10/2019, then monthly bills + \$66.00 beg next bill due date. Adults 6, Children 0.

[Payment Information](#)

Date	Amount	Payment Method/Status
7/9/2019	658.54	
5/24/2019	274.00	

[Analysis Information](#)

Justified	Not Analyzed
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No Analysis Items Found

Return To Search	Case History	Attachments
Print	Decision	Change State
	Dismiss	

Home

Decision Detail

Case Search

General			
BCS Case No.	3736349	CSS Account No.	3152021123
Customer Name	JASON ASCIOLLA	Investigator Name	CASE POOL, BCS
Address 1	3202 FLINT HILL RD	Service Class	RESIDENTIAL
Address 2		Case Origin	TELEPHONE
City, State Zip	HELLERTOWN , PA 18055	Head Date	10/01/2019
Service Restore Amount		Current Monthly Payment	
Service Continue Amount		Service Continue Date	
Decision Issue	Yes	Ending Monthly Payment	
Chapter		Oral/Written	Written
Section Rule		Violation	NO
Total Balance	1445.55	Closed Date	09/27/2019
Reconnect Amount	0.00	Balance Date	09/27/2019
Special Budget Amount	244.00	Regular Budget Amount	203.00
Arrears Payment Plus	41.00	Final Monthly Payment	
Resolution	LEVEL 2, BB 203.00 + 41.00 = 244.00 BEGINNING NOVEMBER 2019.		
Terms	NOVEMBER 2019 BILL DUE DATE		
Letter Description			

Action Required Options			
Action Required	<input type="radio"/> Yes <input type="radio"/> No		
WorkQ Category	<input type="text"/>		
Sub Category	<input type="text"/>		
Up Front Amount	<input type="text"/>	Up Front Due Date	<input type="text"/>
Bill Type	<input type="text"/>		
Plus Amount	<input type="text"/>		

Beginning Date	<input type="text"/>		
Write-Off Amount	<input type="text"/>		
Comments	<div style="border: 1px solid #ccc; height: 60px;"></div>		
Processed By	SYSTEM	Processed Date	9/27/2019 2:00:03 PM

[Return to Case](#)
